



PATENT

## THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of : Charles E. Reddick et al.  
Serial No. : 09/898,573  
Filing Date : July 3, 2001  
Title : Software Support Guide System and Method  
Examiner : Unknown  
Group Art Unit : 2681

---

Assistant Commissioner for Patents  
Attention: Box Missing Parts  
Washington, DC 20231

Dear Sir:

**RESPONSE TO NOTICE TO FILE MISSING PARTS**

Enclosed herewith for filing in the above-identified application are copies of the following documents:

- (1) NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION
- (2) Declarations of Charles E. Reddick and Roy Edward Glascoe, Jr.
- (3) Assignments by Charles E. Reddick and Roy Edward Glascoe, Jr.
- (4) Assignment Recordation Cover Sheet
- (5) Check number 38722 in the amount of \$130.00 (surcharge)
- (6) Check number 36678 in the amount of \$40.00 (Assignment Recordation Fee)
- (7) Substitute Drawing Sheets for Figs. 1, 2A, 3, 4, 5, 6, 7, 8, 9, and 11, having the appropriate margins in compliance with 37 CFR 1.84.

U.S. Serial No. 09/898,573  
Response to Notice to File Missing Parts  
Page 2

The Commissioner is hereby authorized to charge any additional fees required by this action, or credit any overpayment to Deposit Account No. 16-1435. A duplicate of this sheet is attached for that purpose.

Respectfully submitted,

Date: 10/11/01

  
J. Michael Boggs  
Reg. No. 46,563

KILPATRICK STOCKTON LLP  
1001 West Fourth Street  
Winston-Salem, N.C. 27101-2400  
(336) 747-7536 (Phone)  
(336) 607-7500 (Facsimile)

36968-259627  
WINLIB01:901766.1



UNITED STATES PATENT AND TRADEMARK OFFICE



COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
[www.uspto.gov](http://www.uspto.gov)

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/898,573	07/03/2001	Charles E. Reddick	36968-259627

**CONFIRMATION NO. 2886**

**FORMALITIES LETTER**



\*OC000000006456718\*

John S. Pratt, Esq.  
Kilpatrick Stockton LLP  
Suite 2800  
1100 Peachtree Street  
Atlanta, GA 30309-4530

Date Mailed: 08/22/2001

**NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION**

**FILED UNDER 37 CFR 1.53(b)**

***Filing Date Granted***

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given **TWO MONTHS** from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is missing.  
*A properly signed oath or declaration in compliance with 37 CFR 1.63, identifying the application by the above Application Number and Filing Date, is required.*
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- **The balance due by applicant is \$ 130.**

The application is informal since it does not comply with the regulations for the reason(s) indicated below.

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
  - drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. ( 5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);

*A copy of this notice **MUST** be returned with the reply.*

*[Signature]*  

---

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE